



CITY OF ATLANTA

SUITE 1900

55 TRINITY AVENUE, SW

ATLANTA, GA 30303

(404) 330-6204 Fax: (404) 658-7705

Internet Home Page: www.atlantaga.gov

Kasim Reed
Mayor

DEPARTMENT OF PROCUREMENT
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP
Chief Procurement Officer
asmith@atlantaga.gov

December 23, 2014

Dear Potential Proponents:

Re: FC-7725, Development of Standard Operating Procedures and Training

Attached is one (1) copy of **Addendum No. 3**, which is hereby made a part of the above-referenced project.

For additional information, please contact Lloyd A. Richardson, Contracting Officer, at (404) 864-8504, or by email at larichardson@atlantaga.gov.

Sincerely,



Adam L. Smith

ALS/lar

cc: Ms. Angela Patrick

ADDENDUM NO. 3

This Addendum No. 3 forms a part of the Request for Proposals and modifies the original solicitation package and any prior Addenda as noted below and is issued to incorporate the following:

- The Proposal Due date has been extended to **Friday, January 9, 2015.**
- **Replacement of Exhibit A, Scope of Service**
Exhibit A, Scope of Service is hereby replaced with revised Exhibit A; Scope of Service (dated 12/23/14) attached hereto as Attachment No. 1.
- **Questions and Answers**
Total of twelve (12) questions attached hereto as Attachment No. 2.

Addendum No. 3 for FC-7725, Development of Standard Operating Procedures and Training is available for pick-up in the Plan Room: City Hall, 55 Trinity Avenue, Suite 1900.

The Proposal due date HAS been modified and Proposals are due on Friday, January 9, 2015 and should be time stamped in no later than 2:00 P.M. EST and delivered to the address listed below:

Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP
Chief Procurement Officer
Department of Procurement
55 Trinity Avenue, S. W.
City Hall South, Suite 1900
Atlanta, Georgia 30303

**** All other pertinent information is to remain unchanged****

**FC-7725, Development of Standard Operating Procedures and Training
Addendum No. 3
December 23, 2014
Page 3**

Acknowledgment of Addendum No. 3

Proponents must sign below and return this form with your proposal to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303, as acknowledgment of receipt of this Addendum.

This is to acknowledge receipt of **Addendum No. 3, FC-7725, Development of Standard Operating Procedures and Training** on this the _____ day of _____, 201__.

Legal Company Name of Proponent

Signature of Authorized Representative

Printed Name

Title

Date

Attachment No. 1

Exhibit A, Scope of Services

Exhibit A, Scope of Services

The City of Atlanta's Office of Buildings (OOB) is soliciting proposals from qualified firms for developing Standard Operating Procedures (SOP) and Training for the following Offices and functions located within OOB: Arborists, Intake, Routing, Plans Coordination, Building Plan Review, Zoning, Zoning Administration, Plans Storage Room, Permits Issuance, Open Records Requests, Building Mechanical, Electrical, and Plumbing (MEP) Inspections, Major Projects, Special Projects, OOB Information Technology, Impact Fees Calculations, Reporting Processes/Metrics, Business Management, and Administrative Processes.

Task1; Standard Operating Procedures Development: Develop multiple clear and comprehensive SOP documents and process flow maps for OOB groups and functions to accurately reflect the work flow process and current policy and procedures. The Contractor will develop new SOPs and revise existing SOPs based on interviews/discussions with City staff and reviewing current SOPs. Within seventy (75) calendar days of receiving the Notice to Proceed a draft of the SOP document and process flow maps will be submitted to the city for review. Within twenty (20) days from receiving the City's written approval the Contractor will deliver two (2) electronic versions on Compact Disk (CD) containing all SOP documents. CD one (1) must contain all documents in a Word version or editable version. CD two (2) must contain all documents in a Portable Document Format (PDF) format.

Task 2; Standard Operating Procedures SharePoint Page Design: Design a SharePoint webpage that will allow every process step to be organized, stored and accessed online. The SharePoint webpage should allow City staff to use the process flow map as a training tool allowing them to access screenshots, relevant documents, SOPs, etc. by clicking on the process step. This task shall be submitted for the City's review and approval within forty (40) calendar days from the City's written approval of the SOP document. The successful Proponent will be given onsite access to the City's SharePoint site.

Task 3; Standard Operating Procedures Training: Design and deliver a comprehensive customized training program that will include both the new SharePoint webpage; and the newly developed SOPs for the groups referenced above. The Contractor will be responsible for delivering five (5) trainings with a minimum of twenty (20) participants per training. This task shall be accomplished within forty-five (45) calendar days of the City's written acceptance of Task 2.

Qualifications: Proponents must have five (5) years of verifiable experience in Standard Operating Procedures development and training. Proponents must provide a demonstration of their capabilities of designing and implementing a SharePoint webpage with the functionalities described above.

Contract Term: One (1) year with one (1) option to renew for an additional one (1) year period.

Attachment No. 2

Questions and Answers

FC-7725, Development of Standard Operating Procedures and Training Questions and Answers

Questions 1: Under Task 2 - will the delivered system be a standalone server?

Answer: Please see revised Exhibit A, Scope of Services.

Questions 2: Under Task 2 – will the server be connected to the City of Atlanta’s network?

Answer: Please see revised Exhibit A, Scope of Services.

Questions 3: What are the security policies of the City for connectivity?

Answer: Please see revised Exhibit A, Scope of Services.

Questions 4: What are the technical policies on mobile connectivity and security?

Answer: Please see revised Exhibit A, Scope of Services.

Questions 5: Will secured cloud services be allowed for the application?

Answer: Please see revised Exhibit A, Scope of Services. .

Questions 6: Are there any technical policies for the procurement of hardware and software?

Answer: Please see revised Exhibit A, Scope of Services.

Questions 7: Are there any existing enterprise level software agreements with any vendors for OTC products such as Microsoft, IBM or SAP?

Answer: Please see revised Exhibit A, Scope of Services.

Questions 8: Do sub-contractors have to have a City of Atlanta Business License?

Answer: No.

Questions 9: In the case of a joint venture, how should the required forms be sent/filled out?
Are letters needed from both companies?

Answer: Form 1 must be submitted by each JV member and known subcontractors at the time of the Proposal submission. If the JV team also has a Federal Work Authorization User ID Number than one must be completed for the JV team as well.

Form 2 must, at a minimum, be submitted by each JV member. Proponents must read the definitions section of Form 2 to determine if additional disclosure forms are required.

Form 3 must, at a minimum, be submitted by each JV member. Proponents may also submit a financial disclosure for the JV team. Proponents must read the instructions section of Form 3 to determine if additional disclosure forms are required.

Form 4.1 may be submitted by each JV member or by the JV team.

Form 5 may be submitted by the JV team.

Form 6 must be submitted by each JV member and by the JV team.

Form 7 may be submitted by each JV member or by the JV team.

Form 9 must be submitted by the JV team.

All of the above forms are required –the use of the word “may” should not be interpreted to suggest that any forms are optional.

Questions 10: In the scope document (Exhibit A), it indicates that the proponent should be prepared to conduct 5 training sessions with a minimum of 20 people per session that would include the new technology tool and the new SOPs. Based on this, we assume, that each training will be the same training program for each of the groups (i.e., every group would be trained on ALL departmental procedures as well as receiving training on the new technology). Could you confirm this?

Answer: Each group will be trained on the new SharePoint webpage and new SOPs. It is important for each group to be trained on ALL departmental procedures, but not processes (i.e. Permit Technicians should know the procedure for handling a refund request, but not the entire process itself.

Questions 11: Is it a fair assumption that we would be documenting existing processes only, with no expectation of needing to re-design any processes? If re-design is needed, can you indicate what percentage of the processes you are expecting would need to be re-designed?

Answer: This is correct. The successful Proponent will only need to document existing OOB processes.

Questions 12: I wanted to follow up to determine if the organizational chart for the office of buildings will be released as an addendum on the city's procurement site?

Answer: Please see below.

Office of Buildings Organizational Chart

